

## CLAIMS

1. A method for processing user resources, comprising the steps of:  
receiving the said user resources on a user multi-platform computer system;  
5 monitoring the workflow;  
automatically analyzing the processing of said resources to gather information,  
measure the results and respond to the workflow; and  
outputting decision-support data.
- 10 2. A method according to claim 1, and further comprising producing real-time  
workflow processing screens.
3. A method according to claim 1, wherein the information gathered is for the  
purpose of labor studies.
- 15 4. A method according to claim 1, wherein the information gathered is for the  
purpose of operation research.
5. A method according to claim 1, wherein the said gathering of information,  
20 measuring of the results and responding to the workflow utilizes tools available within  
the said user system.
6. A method according to claim 1, wherein the said gathering of information,  
measuring of the results and responding to the workflow permits the implementation  
25 of analysis add-on packages and interfaces.
7. A method according to claim 1, wherein the said results include workflow  
records.
- 30 8. A method according to claim 1, wherein the said results include processed  
displays.

9. A method according to claim 1, wherein the said method is integratable with the said user system.

10. Apparatus for processing user resources residing on a multi-platform system,  
5 which product comprises:

a system server to provide access to the required information;

a system database for the storage of the said information required for the said system;

a system administrator to edit information required for the operation of the  
10 said system; and

a system consultant for advanced analysis of historical data.

11. Apparatus according to claim 10, wherein the said database interfaces with QPI.  
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12. Apparatus according to claim 10, wherein the said edited information comprises workflow parameters.

13. Apparatus according to claim 10, wherein the said edited information  
20 comprises identification of users.

14. Apparatus according to claim 10, wherein the said edited information comprises security data.

25 15. Apparatus according to claim 10, and further comprising a system supervisor for producing real-time workflow monitoring screens.

16. Apparatus according to claim 10, and further comprising a system reactor for defining and activating alert and response rules.  
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17. Apparatus according to claim 10, and further comprising a system executive for creating and distributing analysis reports.